

RE: AT&T / T-Mobile

I'm a current T-Mobile customer and urge you to block this sale! T-Mobile has every right to sell their company if they wish. However a sale to telecom giant AT&T is the worst possible scenario for both customers like myself and the future of telecommunications in the USA. Based on the following points I believe this sale is just plain wrong.

Allowing AT&T to buy T-Mobile is anti competitive. It is amazing that within a few short years the benefits of the Telecommunications Act of 1996 have been rendered mute. The Act was supposed have created an environment of increased competition and greater choice for the customer. In reality we are almost back to where we started. Sale after sale to the monolithic players in the industry. After this sale, if approved, we will have essentially only two cell phone providers, AT&T and Verizon. This sale will effectively eliminate the debt heavy Sprint from the competition. If this sale is completed AT&T will be the only GSM provider in the nation. GSM is the dominate system for cell phone use worldwide, it will leave AT&T as the sole US company providing the standard for international service. Those who travel internationally will be left at the mercy of only one, less than benevolent, US provider.

AT&T is anti consumer. If I were to try and replace my current T-Mobile service, it wouldn't be possible. AT&T is just not as flexible in the plans and phones it offers. This will not improve if they allowed monopoly status as the only American GSM carrier. At T-Mobile you can "Bring Your Own Device". This means you can bring and use any cell that operates on the GSM system to T-Mobile and they will allow you to use it. You are not require to purchase the device from T-Mobile, this offers the customer tremendous choice. This is not allowed at AT&T you must use only phones from them. I just purchased a "smart phone", it has already been leaked in the press that AT&T will render my phone obsolete if the sale goes through so they can use the frequency bands for other uses. At T-Mobile Pre-Paid customers are treated with respect and are able to access most of the features that the contract customers can. You are not made to feel like a second class customer at T-Mobile, not so at AT&T Pre-Paid, with them you can only get the most "bare-bones" of service and everything else is on an additional fee added basis, if you can get it at all. Hypothetically if I could replace my plan at AT&T with what I currently have at T-Mobile it would cost 30 – 40% more. This is just not practical in these tough financial times. T-Mobile as the fourth place national wireless carrier and as such has been innovative in the features and price points it offers in order to give customers more. T-Mobile offers the Android OS in the most vanilla form of any of the carriers allowing customers to have the most flexibility customizing their phones to fit their needs. AT&T locks their phones down restricting many of the features that the phones are capable of. T-Mobile has wi-fi calling, no other carrier offers that. These are just several of the many unique features that will disappear if AT&T is allowed to continue on the path to re-establishing its monopoly.

AT&T's lack of customer concern and service is legion. As many of their current and former customer can testify to. Much of AT&T's Customer Service is outsourced to third world countries which leads to more unemployment here in the United States. T-Mobile continues, year after year, to win prestigious Customer Service awards, like the one from JD Powers. AT&T's services is expensive but that doesn't equal great coverage, witness all the unhappy Apple iphone owners, despite the premium price they pay for their service. But AT&T seems to be oblivious to customer discontent.

The above are just a few points to consider from the standpoint of an average American citizen at is tired of being pushed around by corporate interests. No doubt AT&T's "Gucci Gulch" lobbyists will provide ample evidence that this should move forward, however, follow this link

< <http://www.pcmag.com/article2/0,2817,2382330,00.asp> > and see what technology guru John C.

Dvorak has to say about the issue, he's much more articulate than I am about this. AT&T was broken up once for good reason, why are we re-assembling it? I beg of you please block this sale - AT&T is the wrong choice for the purchase of T-Mobile!

Sincerely,
David Thompson